It is proposed to install electronic exchanges at all the places where at present MAX III, MAX II and life expired electro-mechanical exchanges are working by the end of 8th Plan by replacing these exchanges subject to availability of sufficient funds and equipment in time.

A list indicating number of exchanges proposed to be replaced is given below:-

MAX I —3 Nos.
MAX II —18 Nos.
MAX III—330 Nos.

Out of these approx. 100 New exchanges are planned to be commissioned during 94-95

List of major electronic exchanges planned to be commissioned during 94-95 subject to availability of equipment and adequate funds in time is given below:—

1.	Nagpur Siement type .	30 K
2.	Pune Fujistu . . .	40 K
3.	Nasik E-10-B . . .	8.5 K
4.	Solapur E-10-B . . .	4 K
5.	Madgaon E-10-B . .	6 K
6.	Amravati E-10-B . .	5 K
7.	Aurangabad E-10-B . .	7 K
8.	Pune E-10-B . . .	8.5 K
9.	Nasik OCB 283 . .	10 K

बिना बारी के टेलीफोन कनेक्शनों की संस्वीकृति

1899. **मौलाना मोबेदुल्ला खान आजमी** : क्या संचार मंत्री यह बताने कृपा करेंगे कि :

(क) पिछले वर्ष में और अब तक मंत्री जी ने सांसदों के कोटे से अपने स्तर पर स्वीकृत किये टेलीफोन कनेक्शनों के अलावा बिना बारी के कितने टेलीफोन कनेक्शनों की स्वीकृति दी है ;

(ख) इन कनेक्शनों के दिए जाने के लिए, क्या मानदण्ड हैं ;

(ग) इनमें से महत्वपूर्ण व्यक्तियों, अतिमहत्वपूर्ण व्यक्तियों तथा सामान्य व्यक्तियों को कितने-कितने टेलीफोन कनेक्शन दिये गये हैं ;

(घ) सामान्य लोगों की श्रेणी में किस-किस प्रकार के लोग शामिल हैं,

(ङ) क्या यह सच है कि मंत्रालय में कई लोग दलाली कर रहे हैं और मंत्री जी की जानकारी में आम लोगों से पैसा लेकर उन्हें बिना बारी की टेलीफोन कनेक्शन, दिलवा रहे हैं ; और

(च) इस संबंध में पूरा ब्यौरा क्या है ?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम) : (क) सांसदों के कोटे से अपने स्तर पर मंजूर किए टेलीफोन कनेक्शनों के अतिरिक्त संचार राज्य मंत्री ने जनवरी, 1993 से मार्च, 94 तक और अप्रैल से जुलाई , 94 तक क्रमश: 15,163 और 4,304 टेलीफोन कनेक्शन मंजूर किए ।

(ख) से (घ) संचार राज्य मंत्री द्वारा बिना बारी के आधार पर टेलीफोन कनेक्शन पात्र मामलों के आधार पर मंजूर किए जाते हैं, न कि संबंधित व्यक्ति के स्तर के अनुसार ।

(ङ) इस प्रकार का कोई मामला अथवा मामले सरकार की जानकारी में नहीं आये हैं ।

(च) प्रश्न नहीं उठता ।

Failure in achieving targets in market borrowing

1900. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the communications sector has failed in their market borrowing target for the second successive year;

(b) if so, whether communications sector had raised a total of Rs. 10099 crores up to March, 1993;

(c) if so, to what extent the target was not achieved; and

(d) the reasons therefor and to what extent it had acected the programme of the Ministry?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Sir, During the year 1992-93 bonds to the extent of Rs. 943 Crores and Short term loans to the extent of Rs. 450 Crores (both totalling Rs. 1393 crores) were raised against the targetted amount of 1561 Crores.

(c) Marginal shortfall to the extent of Rs. 168 crores was made good in the year 1993-94. This was in addition to the BE 1993-94 provision of Rs. 1175.00 Crores.

(d) The target of Market borrowing could not be achieved during the year 1992-93 due to adverse conditions in the money market at that time. This has not materially affected the programme of the Ministry during 1992-93

Accountability of MTNL

1901. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the attention of Government has been drawn to the newsitem appearing in the 'Hindustan Times' dated 17th July, 1994 captioned "Public counters-VI: MTNL: of promises to keep and miles to go.." MTNL: the MT-Ness of Empty..NL..",

(b) if so, the facts brought out in these two news items stparately;

(c) the action taken to redress the grievances of the people of Delhi and to make the MTNL accountable and answerable to the people; and

(d) the reasons for the telephones remaining largely out of order for days togethtr and for not attending to complaints in time?.

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) The facts brought out in these two new items are general comments on deficiency in telecom services and general complaints about malfunctioning of telephones, delay in shifting and provision of new telephone connections. All the specific cases mentioned in the news item have been thoroughly invtstigated and remedial action taken.

(c) While it is the endeavour of MTNL to provide satisfactory services, it has to be conceded that in a network with more than 8.2 lakhs subsribers a small percentage of subscribers would have complaints of wrong billing, delay in provision and shifting, telephones not working satisfactorily etc. Every effort is made to redress the grievances promptly. The performance indicators are rtgularly monitored through periodical returns and also through independent appraisal by outside agency. The independent assessment done by IMRB indicates that over 87 per cent of the customers expressed that the telephone service in Delhi is satisfactory or better. The remedial steps taken/initiated to improve the telecom services are given in the Statement *See* below).

(d) While majority of the faults i.e. 70 to 80 per cent are attended by the following day the remaining ones are attended within two—three days. Only a few cases which are on account of faults in underground cable/cable theft continut for a longer time. In the case of cable breakdown/thefts round the clock remair work is undertaken to restore the faulty telephones in the shortest possible time. The position of clearance of faults is monitored at the highest level.

Statement

Steps to improve telecom services

Sevtral measures have been towards betterment of services by improving reli-